Job Description

Job Title: IT Service Desk Analyst	**Job Code:** S10042	**Reports To:** Manager, Service Desk
Job Code Descr: Service Desk Analyst	**Position Number/s:** SRV000000737, SRV000000510	
Division/s: Support-Info. Tech.	**Department Name/s:** Customer Support Unit	**Law Enforcement:** No
Pay Schedule/Grade: AREG 19	**FLSA Status:** Non-exempt	**EEO Class:** Professionals
Prepared By: M Lopez / M Piatt / C Pittman	**Approved By:** J Brown	**Last Update:** 9/27/2024

Position Summary:
The IT Service Desk Analyst serves as the primary contact for ADOR users for all basic Information Technology (IT) needs and inquiries, which includes customer support, ticket management, and problem resolution. This role works with both remote and in-office users to guide them through systems configuration/optimization and basic troubleshooting while offering excellent customer service. Additionally, this role is responsible for installing or updating computer and phone hardware and software, maintaining service desk records, and escalating technical issues when necessary.

Supervision:
This position does not have direct reports.

Essential Functions:	**% of Time**	**Essential/ Non-essential**
Technical Support ● Applies routine maintenance to company-issued equipment, safeguarding against potential issues and optimizing performance ● Installs, modifies, repairs, and/or updates computer and phone hardware and software ● Activates, deactivates, and/or modifies ADOR user IT systems access ● Maintains IT equipment inventory, and tracks and updates equipment movement when notified ● Logs calls, emails, and/or web inquiries into the ticking system and classifies the ticket accordingly to identify standard severity classifications ● Provides detailed reports on system performance and recurring issues	40%	E 1, 4, 5
Service DeliverySupport ● Reviews and attends to IT tickets in an expeditious, customer-service oriented manner ● Provides tier-1 level technical troubleshooting to uncover unknown issues, and escalates tickets to next support tier, as appropriate ● Provides tier-1 level IT support, such as password resets, access rights management, VPN access, etc.	35%	E 1, 4,
Agency/Department Compliance & Continuous Improvement ● Remains current on all laws, regulations, policies, and best practices related to position through regular engagement in activities such as: self-directed research, conferring with other practitioners and technical experts; subscriptions to	20%	E 3, 5

regulatory/legal/industry newsletters and briefs; membership industry associations and attendance at meetings/events; and or participation in training and others continuing education opportunities. ● Actively contributes to team and individual effectiveness through the following: - ○ Attends staff meetings and huddles of work unit or district; and may cascade and track information as indicated ○ Completes all required training in a timely manner. ○ Participates in assigned work teams as appropriate. ○ May complete periodic metrics, projects, huddle boards and reports as requested. ○ Prepares for and actively participates in 1:1 coaching with supervisor ● Maximizes work processes and deliverables through lean principles within the Arizona Management System (AMS); and provides recommendations for process improvement, and engages in continuous improvement efforts as assigned.		
Other duties as assigned	5%	NE

Requirements

Education & Experience

- Any combination that meets the knowledge, skills and abilities (KSA); typical ways KSAs are obtained may include but are not limited to: a relevant degree from an accredited college or university such as Associate's Degree (e.g., A.A.), training, coursework, and work experience relevant to the assignment.
- Minimum of one (1) year of information technology support experience

Licenses & Certifications

None

Knowledge/Understanding

- Knowledge of customer service principles and processes
- Basic knowledge of back-office and web-based applications
- Basic knowledge of computer and/or networking hardware and software
- Basic knowledge of hardware and software troubleshooting methodologies

Skills

- Effective verbal, written, and listening communication skills
- Strong interpersonal skills and demeanor
- Effective organization and time management skills
- Strong skills in the use of a PC in a Windows environment; in the use of the Internet; in the use of MS Office Applications such as Word and Excel, PowerPoint; and in the use of Google Suite applications such as Gmail, Sheets, Docs, and Drive.
- Proficient in the use of ticketing systems (e.g. Solarwinds Web Help Desk)

Abilities

- Ability to clear a comprehensive background and clearance process that includes an Arizona tax compliance verification, and a criminal background check through the FBI via level one fingerprint clearance through the Arizona Department of Public Safety
- Ability to manage and prioritize multiple projects simultaneously and work in high-pressure situations

- Ability to work both independently and collaboratively as part of a team
- Ability to work in a confidential manner, ensuring information is shared with internal and external individuals in an appropriate manner
- Ability to learn LEAN concepts, principles and tools
- Ability to deliver high quality customer service
- Ability to understand and solve problems by applying intermediate analytical skills to include collecting all the relevant information and data needed to address the problem; organizing, classifying and synthesizing the data into fundamental issues; from the information, identifying the most probable causes of the problem; reducing the information down into manageable components; identifying the logical outcomes from the analyses of the data collected; and, identifying the options and solutions for addressing the problems analyzed.
- Willingness and ability to embody ADOR's core values of Do the Right Thing, Commit to Excellence, and Care About One Another

Additional Job Demands

- In the course of performing the essential duties one must be able to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- No substantial exposure to adverse environmental conditions (such as in typical office or administrative work.)

Selective Preferences

- Associate's or Bachelor's Degree in Information Technology, Computer Science, or a related field